

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method in a computer system for generating a help file having topics, the method comprising:

collecting failed user queries;

collecting user queries that did not fail;

receiving a selection of a topic;

receiving a selection of some of the collected user queries; and

modifying the help file so that the selected topic is more likely identified as being relevant to the selected user queries factoring in information derived from a failure rate of the user queries.

2. (Original) The method of claim 1 wherein the modifying includes adding data derived from the selected user queries to an entry of the selected topic.

3. (Original) The method of claim 2 wherein the derived data is added as metadata that is searched by a help system when determining whether a topic matches a user query.

4. (Original) The method of claim 2 wherein when a help system searches for topics that match a user query, the help system weights matches within the derived data of the topics more heavily than matches within the content of the topics.

5. (Original) The method of claim 1 wherein the modifying includes adding data derived from the selected user queries to a search catalog of the help file.

6. (Original) The method of claim 5 wherein the derived data is added as metadata that is searched by a help system when determining whether a topic matches a user query.

7. (Original) The method of claim 5 wherein when a help system searches for topics that match a user query, the help system weights matches based on the derived data of the topics more heavily than matches based on the content of the topics.

8. (Original) The method of claim 1 wherein the failed user queries are collected from user computer systems.

9. (Original) The method of claim 1 wherein the collecting includes collecting an indication of an application associated with the failed user query.

10. (Original) The method of claim 1 wherein the receiving of the selection of some of the collected user queries includes:

receiving a search criteria; and

searching the collected user queries for those that match the received search criteria.

11. (Original) The method of claim 10 wherein the receiving of the selection of some of the collected user queries includes:

displaying the matching user queries; and

receiving a selection of some of the matching user queries.

12. (Original) The method of claim 11 wherein the modifying of the entry includes adding data derived from the selected matching user queries to the entry for the selected topic.

13. (Original) The method of claim 1 wherein a user query is considered to have failed based on an indication received from a user.

14. (Canceled)

15. (Currently Amended) The method of claim ~~14~~1 wherein the modifying includes adding the selected user queries to the entry of the selected topic.

16. (Original) The method of claim 1 wherein the help file includes an index and a content file.

17. (Original) The method of claim 1 wherein a help file has an original language and the generated help file has a different language and the selection of the collected user queries is different for different languages.

18. (Original) The method of claim 17 wherein the collected user queries are in the original language and the selected user queries are translated to the different language.

19. (Original) The method of claim 17 wherein the collected user queries are in the different language.

20. (Original) The method of claim 1 including adding a new entry to the help file based on review of the collected user queries.

21. (Currently Amended) A computer system for modifying a help file having topics, comprising:

a component that collects failed user queries;

a component that selects some of the collected user queries; and

a component that modifies the help file based on the selected user queries so that a selected topic is more likely identified when a selected user query is submitted,

wherein a help file has an original language and the modified help file has a different language and the selection of the collected user queries is language specific.

22. (Original) The computer system of claim 21 wherein the modifying includes adding the selected user queries to an entry for the selected topic.

23. (Original) The computer system of claim 21 wherein the failed user queries are collected from user computer systems.

24. (Original) The computer system of claim 21 wherein the component that selects receives a search criteria and searches the collected user queries for those that match the received search criteria.

25. (Original) The computer system of claim 24 wherein the component that selects displays the matching user queries and receives a selection of some of the matching user queries.

26. (Original) The computer system of claim 25 wherein the component that modifies adds the selected matching user queries to an entry for the selected topic.

27. (Canceled)

28. (Currently Amended) The computer system of claim ~~27~~21 wherein the collected user queries are in the original language and the selected user queries are translated to the different language.

29. (Currently Amended) The computer system of claim ~~27~~21 wherein the collected user queries are in the different language.

30. (Original) The computer system of claim 21 including a component that adds a new entry to the help file based on review of the collected user queries.

31-43. (Canceled)

44. (New) A method in a computer system for generating a help file having topics, the method comprising:
collecting failed user queries;
receiving a selection of a topic;
receiving a selection of some of the collected user queries; and
modifying the help file so that the selected topic is more likely identified as being relevant to the selected user queries

wherein a help file has an original language and the generated help file has a different language and the selection of the collected user queries is different for different languages.

45. (New) The method of claim 44 wherein the modifying includes adding data derived from the selected user queries to an entry of the selected topic.

46. (New) The method of claim 45 wherein the derived data is added as metadata that is searched by a help system when determining whether a topic matches a user query.

47. (New) The method of claim 45 wherein when a help system searches for topics that match a user query, the help system weights matches within the derived data of the topics more heavily than matches within the content of the topics.

48. (New) The method of claim 44 wherein the modifying includes adding data derived from the selected user queries to a search catalog of the help file.

49. (New) The method of claim 48 wherein the derived data is added as metadata that is searched by a help system when determining whether a topic matches a user query.

50. (New) The method of claim 48 wherein when a help system searches for topics that match a user query, the help system weights matches based on the derived data of the topics more heavily than matches based on the content of the topics.

51. (New) The method of claim 44 wherein the failed user queries are collected from user computer systems.

52. (New) The method of claim 44 wherein the collecting includes collecting an indication of an application associated with the failed user query.

53. (New) The method of claim 44 wherein the receiving of the selection of some of the collected user queries includes:
receiving a search criteria; and
searching the collected user queries for those that match the received search criteria.

54. (New) The method of claim 53 wherein the receiving of the selection of some of the collected user queries includes:
displaying the matching user queries; and
receiving a selection of some of the matching user queries.

55. (New) The method of claim 54 wherein the modifying of the entry includes adding data derived from the selected matching user queries to the entry for the selected topic.

56. (New) The method of claim 44 wherein a user query is considered to have failed based on an indication received from a user.

57. (New) The method of claim 44 including collecting user queries that did not fail and providing information derived from a failure rate of the user queries.

58. (New) The method of claim 57 wherein the modifying includes adding the selected user queries to the entry of the selected topic.

59. (New) The method of claim 44 wherein the help file includes an index and a content file.

60. (New) The method of claim 44 wherein the collected user queries are in the original language and the selected user queries are translated to the different language.

61. (New) The method of claim 44 wherein the collected user queries are in the different language.

62. (New) The method of claim 44 including adding a new entry to the help file based on review of the collected user queries.

63. (New) A computer system for modifying a help file having topics, comprising:
a component that collects failed user queries and collects user queries that did not fail;
a component that selects some of the collected user queries; and

a component that modifies the help file based on the selected user queries and information derived from a failure rate of user queries so that a selected topic is more likely identified when a selected user query is submitted.

64. (New) The computer system of claim 63 wherein the modifying includes adding the selected user queries to an entry for the selected topic.

65. (New) The computer system of claim 63 wherein the failed user queries are collected from user computer systems.

66. (New) The computer system of claim 63 wherein the component that selects receives a search criteria and searches the collected user queries for those that match the received search criteria.

67. (New) The computer system of claim 66 wherein the component that selects displays the matching user queries and receives a selection of some of the matching user queries.

68. (New) The computer system of claim 67 wherein the component that modifies adds the selected matching user queries to an entry for the selected topic.

69. (New) The computer system of claim 63 wherein a help file has an original language and the modified help file has a different language and the selection of the collected user queries is language specific.

70. (New) The computer system of claim 69 wherein the collected user queries are in the original language and the selected user queries are translated to the different language.

71. (New) The computer system of claim 69 wherein the collected user queries are in the different language.

72. (New) The computer system of claim 63 including a component that adds a new entry to the help file based on review of the collected user queries.